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Pages
with 4
Cover.

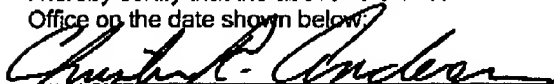
FORMAL SUBMISSION OF:

- 1) Petition for One Month Extension of Time; and
- 2) Notice of Appeal Under 37 C.F.R. § 41.31.

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING
Serial No. 09/692,926
Filing Date: October 20, 2000
First Named Inventor: Douglas J. COWELL
Atty. No. 00-5019

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: November 18, 2004